



PROFILE

Senior Sales Leader with over 12 years of experience in credit card and financial product sales across leading banking and fintech institutions. Proven success in scaling high-performing sales teams, executing national campaigns, driving partner bank performance, and consistently surpassing revenue and acquisition targets. Adept at leading multi-channel sales initiatives and aligning strategy with business goals.

CONTACT

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ACTIVITIES AND INTERESTS

Travelling
Cooking
Book Reading Photography

Sahil Sahni

SNAPSHOT

- Well versed in understanding Customer requirement and conducting system study, deciding milestones.
- Managing operations and ensuring targets & norms are met.
- Evaluating and appraising the performance of teams according to the set process work flow management & adherence to quality & compliance requirements.
- Skills in managing team to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
- Possess interpersonal and organizational skills with demonstrated abilities in team management and customer relationship management.

CORE COMPETENCIES

PROCESS MANAGEMENT

- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Mapping customer's requirements and coordinating in developing, implementing and transitioning processes in line with the guidelines specified by the client.

OPERATIONS MANAGEMENT

- Setting up targets/goals for the process-setting and maintaining Critical to Quality & Critical to Process targets for the process.
- Coordinating integration with support functions as Quality Check & Compliance & Training.

QUALITY & COMPLIANCE

- Ensuring that the teams adhere to all the quality tool and procedures.
- Taking initiatives through various programs that the team members adhere to all the policies and procedures.

CHARACTERISTICS

- Budget Management
- Excellent listener
- Friendly, courteous, and service oriented
- Poised under pressure
- Staff Training & Coaching
- Recruiting and Hiring Talent
- Quality Assurance

SKILLS

Leadership

10/10

People Management

10/10

Data Analysis

10/10

People Development

10/10

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (BBA)
INTELLECTUAL INSTITUTE OF MANAGEMENT &
TECHNOLOGY

12TH (HSC/INTERMEDIATE)
CENTRAL BOARD OF SCHOOL EDUCATION

WORK EXPERIENCE

Paisabazaar Marketing and Consulting Private Limited, Gurugram, India

Sr. Manager - Operations (April 2025 - Current)

- Lead a team of 4 Sales Managers and 200+ agents across north zones to drive credit card sales for IBL, RBL, Axis, HDFC, and ICICI Banks.
- Increased monthly card issuance by 18% YoY through digital channel optimization, AI driven sales and incentive alignment.
- Collaborated with product and analytics teams to refine targeting strategies and improve approval rates by 12%.
- Implemented performance dashboards and reward frameworks, reducing attrition by 26%.
- Managed sales compliance and risk management, ensuring adherence to all regulatory requirements and minimizing fraud and charge back risks.

Manager - Operations (April 2023 – March 2025)

- Lead a team of 3 Sales Managers and 200+ agents across north zones to drive credit card sales for IBL, RBL, Axis, HDFC, and ICICI Banks.
- Increased monthly card issuance by 22% YoY through digital channel optimization and incentive alignment.
- Collaborated with product and analytics teams to refine targeting strategies and improve approval rates by 10%.
- Implemented performance dashboards and reward frameworks, reducing attrition by 22%.
- Managed sales compliance and risk management, ensuring adherence to all regulatory requirements and minimizing fraud and charge back risks.

Deputy Manager - Operations (February 2022 – March 2023)

- Led PAN-India credit card operations for IBL, Amex, RBL, HDFC, and Axis Bank.
- Managed 300 associates, 14 Team Leaders, 2 Assistant Managers, and 1 Manager.
- Oversaw manpower planning, hiring, shrinkage control, ramp-ups, and attrition management.
- Collaborated with Quality, HR, WFM, and Training to drive seamless daily operations.

Teleperformance Global Services, Gurugram, India

Assistant Manager - Operations (September 2019 – February 2022)

- Led credit card insurance sales for RBL Bank with 150 advisors and 4 Team Leaders.

- Achieved 15% gross conversion across inbound leads, retention, and renewals.
- Conducted MBRs/QBRs with senior management and clients.
- Launched Six Sigma Green Belt project to minimize cancellations

Team Leader (September 2014 – August 2019)

- Joined as Sr. Executive in September 2014 promoted as Team Leader in April' 2017 post clearing IJP, basis performance and internal interviews.
- Analyze team performance and target achievement (daily, weekly and monthly).
- Managing other operation metrics such as Manpower planning, Shrinkage, Occupancy, Attrition etc.

Kantech Solutions, Gurugram, India

Customer Service Executive (November 2013 – May 2014)

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- Joined as CSA in November'2013.
 - Feedback services for Tata Indicom & Photon.
 - Ensuring that customer will stay with TATA and use the services.